GENERAL SERVICES ADMINISTRATION

STATEMENT OF OBJECTIVES (SOO) FOR
TASK ORDER NUMBER 9Q0SCMIS001

Resident Management System (RMS)
IT Support

U.S. ARMY CORPS OF ENGINEERS, LOS ANGELES DISTRICT
Apple Valley, CA

April 26, 2010

1.0   General.

Organization to be supported:
U.S. Army Corps of Engineers
RMS Center
22565 Hwy 18
Apple Valley, CA 92307

Work is to be accomplished for the General Services Administration (GSA), Pacific Rim Region, under the Alliant GWAC. The contract type will be a mixed Firm Fixed Price (FFP) and Time & Material (T&M).

The Contractor shall be responsible for complying with all applicable Federal Acquisition Regulations (FAR), Defense Acquisition Regulations (DFAR) and General Services Administration Acquisition Manual (GSAM).

1.1   Project Objective and Background:

Objective:
The objective of this task order is to develop, maintain, modify, test, implement, and support an integrated information system for the U.S. Army Corps of Engineers Los Angeles District Field Office at the Resident Management System Support Center located in Apple Valley, CA. The Resident Management System (RMS) will increase the quality of construction enforcement by resident field offices by providing contract administration and quality management tools to assist in comprehensive planning, daily management, and control and evaluation of construction.

Background:
The U.S. Army Corps of Engineers, Los Angeles District, is an operational office of the South Pacific Division, Corps of Engineers, for the design and construction of civil facilities and construction of military facilities for the U.S. Army, U.S. Air Force,

National Aeronautics and Space Administration, and other government agencies as assigned. The Construction Field Offices assist in this mission.

The Resident Management System (RMS) and sub-modules were developed and are being maintained by the U.S. Army Corps of Engineers for use by all construction field offices throughout the Corps of Engineers. The program is sponsored by Headquarters, U. S. Army Corps of Engineers. The functional design, development, maintenance, modification, testing, and implementation support is being managed by the Resident Management System Support Center in Apple Valley, CA near Victorville, CA, where the work will be performed. The Resident Management System (RMS) is an integrated information management system that increases the quality of construction enforcement by resident field offices. The system provides contract administration and quality management tools to assist in comprehensive planning, daily management, and control and evaluation of construction projects. The Quality Assurance System (QAS) is an extension of RMS for Government personnel to use remotely from the main RMS software program. The Quality Control System (QCS) is the Contractor Module of RMS that construction contractors utilize to exchange information electronically with the Government.

The number of RMS users is approximately 15,000 government users at 46 district sites worldwide. The number of Quality Control System (QCS) construction contractor sites is approximately 10,000. The RMS Center receives approximately 200 helpdesk calls (voice calls and emails) per day. The estimated helpdesk calls are broken down as follows: 20% QCS Install issues, 10% RMS/QCS Functional inquiries, 20% network installation issues, 40% RMS/QCS Data Exchange issues, and 10% RMS/QCS generated system error resolution.

2.0   Definitions.

Definitions/Acronyms

RMS - Resident Management System (Government Construction Management System)
QCS - Quality Control System (Contractors Construction Management System)
QAS – Quality Assurance System (Subsystem of RMS)

3.0   Specific Requirements.

3.1   CLIN 001: Onsite Deployment Help Desk Support for RMS

3.1.1   The contractor shall provide technical support to all RMS users as described in Paragraph 1.1 Background. Technical support shall include data calls, phone calls, teleconferences, meetings, email correspondence, system generated correspondence and on-site visits. The contractor shall provide technical support for all RMS functions including but not limited to data warehousing, information processing, network processing, report generation, file transfer, database usage,

configuration, updates, help files and other RMS system inquiries related to its function and operation.

3.1.2 The contractor shall maintain a RMS help desk to provide technical support to all RMS users. The RMS help desk shall be supported from the hours of 7 a.m. through 3:30 p.m. Monday through Friday, excluding weekends and government holidays. The RMS Center receives approximately 400 helpdesk calls per week with an average incident call time of approximately 15 minutes. This process averages 120 hours per week.

3.1.3 The contractor shall respond to problems through discussion with users via telephone calls, email and personnel requests for technical support. Documents, tracks, and monitors the problem. Includes problem recognition, research, isolation, resolution, and follow-up steps.

3.1.4 The contractor shall assist in deployment and installation of RMS Corps-wide. The contractor shall insure all new releases of applications and application tools (utility programs) have been approved and coordinated with the government prior to deployment. The contractor shall insure the deployment and installation of RMS applications and utility programs Corps-wide is accomplished with minimum disruption to the RMS users. The contractor shall develop methods to automate and simplify the deployment and installation of RMS applications and automated tools. The contractor shall insure all disseminated new applications and tools have been tested and are free of viruses and bugs prior to being deployed.   The contractor shall provide technical support and assistance to all RMS users as requested.

3.1.5 The contractor shall provide RMS technical training to all RMS users. Technical training shall be provided for new users and current users. Prior to deployment of updates and modifications to an existing RMS version, the contractor shall provide guidelines and instructions for use of the new versions to all RMS users.

3.2 **CLIN 002: Application Database Administration**

3.2.1 The contractor shall design, implement, and maintain the current Resident Management Systems Oracle databases including maintenance of database dictionaries and integration of systems through database design.

3.2.2 The contractor shall deploy and install RMS Corps-wide. The contractor shall insure all new releases of applications and application tools (utility programs) have been approved and coordinated with the government prior to deployment. The contractor shall insure the deployment and installation of RMS applications and utility programs Corps-wide is accomplished with minimum disruption to the RMS users.

3.2.3 The contractor shall develop methods to automate and simplify the deployment and installation of RMS applications and automated tools. The contractor shall insure all disseminated new applications and tools are tested and are free of viruses and bugs prior to being deployed.

3.3   CLIN 003: Software Documentation

The Contractor shall work to ensure data quality for loading data into the database and reporting on the data. The Contractor shall be responsible for documenting all application program functionalities. The contractor will provide resources needed to prepare software documentation as is required by the government. This will include, but may not be limited to, requirements, specifications, testing criteria and plans, testing results, and performance analyses.

The Contractor shall be responsible for maintaining and keeping the RMS User's Guide (600 pages) and QCS User's Manual (200 pages) up to date. The RMS User's manual and QCS User's manual have 2 major updates per year with about 50% of the manuals requiring updating. The contractor is responsible for preparing 4 RMS Software Release Letters (20 pages) per year.

3.4   CLIN 004: RMS Development and Support for System Enhancements

As the system is used, the Government will identify required enhancements. These enhancements are typically derived from user requests, interface requirements and/or requirements driven by changes in business processes. The following are requirements for Resident Management System Enhancements:
- Specify and review requirements
- Design
- System Design Review
- Code
- System Test
- Integration Test (Optional depending on system interfaces)
- System Acceptance Test
- Implementation

Listed below are examples of enhancements done in the past for the RMS:
- Add failed labor interviews to the Government Action Item Report and add option for users to select this information from list of available Government Action Items.
- Add unresolved QA narratives to the GAI/CAI reports so that they will show as an item for QA or QC correction.
- Develop a simple means to mark unresolved issues as resolved.
- Include QA Tests that fail on the Government Action Items Report.

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- Correct contingency calculations in RMS when deobligations occur.
- Correct error messages appearing in the Claims module.
- Correct the incorrect display errors when selecting the "Outstanding Submittals" view sort.
- Correct errors in both RMS and QCS while attempting to import and export files for certain contracts.
- Reload and relink appropriate rates on each contract that were lost during the migration to 2.38.
- Correct the synch problem with the information that displays when the Appropriation No. line is highlighted under the Finances button, the Contract Finances option, and the CEFMS Finances tab.
- Provide the capability for filtering of QCS entries by District.
- Revise the Obligation Account Summary attachment to ENG 93 to match the current format.
- Correct the errors relating to deletion of transmittals imported from QCS.
- Make the necessary modifications to allow entries for receipt of the SF 1413 under the Contractor Insurance tab.
- Correct the RMS signature block lookup errors.
- Develop QC requirements reports for all four types of requirements in RMS/QCS.
- Standardize the RMS unit price display to show the same number of places in all locations.
- Make the necessary changes in the RMS – POM/PNM/ Mod Documents under supporting documents, to enable the completion status to be posted in the database.
- Provide RMS with the capability to approve the NAS Schedule.
- Make changes in RMS to reflect the organization for all users.
- Update QAS to version 2.38 to so that it can function with RMS/QCS.
- Provide access to the correct version of the Pre Negotiation Objective Memo and Price Negotiation Memo under the RMS – District Library/Word Templates/Modification Documents.
- Update Report Builder for RMS 2.38 to support new field changes for filtering by office.
- Verify that all linked items are deleted when an office is deleted from RMS. Reference the data dictionary for all OFFICE_ID fields.
- Add indication and explanation to QCS that informs the QCS user when the RMS settings have disabled the entry of additional earnings for payment.
- Ensure all RMS users are included in the Secondary reviewer lookup.
- Correct program errors when using the option to assign existing activities to CLINs in batch mode with checkboxes.
- Add an indicator to the RMS Info support tool to show which production sites have switched to the new version of user access control.

- Complete the development of new contractor payroll modules for review by USACE payroll experts in preparation for future production deployment.
- Disable all menu items when applications are run in automated batch mode to prevent users from accessing program options during batch imports and exports.
- Allow Quantity CLINs to be paid over their current amount if they are not pre planned CLINs.
- Add a contract setup option to force the prompt payment documents to include all activities for a contract if the RMS user so desires. This allows for full reporting of all activities on selected contracts while still producing shorter prompt pay documents when this option is not selected.

Based on past experience, the maximum number of man-years required for RMS Enhancements is four and one-half (4 1/2).

4.0   Government Furnished Items and Services.

4.1   Facilities, Supplies and Services.
The client will furnish the following: office space, office supplies, computer equipment and time, telephone, and reproduction facilities as needed. The contractor will not use Government furnished facilities, supplies, equipment, and services for personal use.

4.2   Information.
The following information will be provided by the client:
Manuals, text, briefs and other materials associated with the hardware and software. Initial familiarization and orientation will be provided by the user agency. Standard operational procedures will be available to the contractor at the place of performance. The Client will also make available relevant standards, functional statements, technical manuals, computer systems guides, regulations, instructions, and operational procedures.

5.0   Contractor Furnished Items and Services.
Commodities shall not be acquired as an Other Direct Cost (ODC) in support of this task order, only travel is an authorized ODC.

6.0   Quality Assurance Surveillance Plan (QASP)
The contractor shall provide the Government with a well-developed and well-defined QASP to be utilized by the Government. The QASP must be submitted to GSA and to the RMS Center within 30 days from the date of award.
This QASP must:

- Identify the services and products that will be measured.
- Establish the specific standards of performance for each required output.

- Establish the responsibilities for performing the measurement.
- Define the Government role in overseeing the performance.
- Provide for feedback to the contractor regarding quality, quantity, and timeliness of the service outputs.
- Establish timeframes for communicating performance improvements needed.

Since this is a performance-based contract, the Government must effectively validate in a timely manner the performance of the contractor is meeting the services required. This QASP provides a systematic surveillance method for the services and describes the methodology by which the contractor's performance will be monitored. The principal focus of the surveillance system is the performance of the contractor in the key areas identified in the SOO.

For the purposes of this plan, GSA considers the FAR Clauses 52.246-4 Inspection of Services—Fixed Price to meet the FAR Part 37.601 criteria for establishing a procedure for negative incentives of a contract. These clauses give the Government the right and provide the flexibility to determine the most appropriate remedy for non-performance. Thus, by virtue of including this clause in the contract, there is a procedure in place to do so where it makes good business sense to do so. On the other hand, it may be more advantageous to the Government to pursue re-performance rather than monetary deductions.

Please note that the Contractor, and not the Government, is responsible for management and quality control actions necessary to achieve quality in the delivery of services. The QASP is not intended to duplicate the Contractor's quality control procedures. The Government reserves the right to make unilateral changes to the QASP anytime during the contract period. The levels of surveillance may be altered based upon the Contractor's performance level.

7.0   Other Information.

7.1   Clearances and Licensing
All Contractor personnel working on this task order must be US citizens. In addition, Contractor personnel working on this task order shall be fluent in the English language as exemplified in their written and verbal skills.

7.2   Place of Performance:
Work will be performed on-site at the following Government installation:

Resident Management System Support Center
22565 Outer Highway 18
Apple Valley, CA

7.3   Period of Performance:
Period of Performance for this project will be 12 months from date of award with four (4) 12-month option periods.

The following option clauses apply to this task order: 52.217-5, Evaluation of Options, 52.217-8, Option to Extend Services, and 52.217-9, Option to Extend the Term of the Contract. If the Government exercises these option periods, the extended contract shall be considered to include these option clauses. The total duration of this contract, when the option periods are exercised under this clause, shall not extend beyond five years. These option periods are considered to have been competed and can be exercised to extend the task order without further advertisement or competition. Option years priced in the original Contractor proposal are binding and can be exercised unilaterally at the discretion of the Government.

52.217-8 Option to Extend Services.
The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within 15 days of expiration of the task order.

52.217-9 Option to Extend the Term of the Contract.
 (a) The Government may extend the term of this contract by written notice to the Contractor within 5 business days of expiration provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 30 days before the contract expires. The preliminary notice does not commit the Government to an extension.
(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.
(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed five years.

7.4   Travel:
Travel is anticipated in support of this task order. The Government will pay up to the rates specified in the Government Federal Travel Regulations (FTR) for travel destination. Hotel reservations will be made by the contractor and will be reimbursed for actual costs only, with back up documentation/receipts attached to the invoice. NO PAYMENT WILL BE MADE WITHOUT BACK UP

DOCUMENTATION/RECEIPTS. The annual cost reimbursable travel ceiling is $25,000.00. Client preapproval is required for all travel.
Travel will be directed by the Resident Management System Project Manager. Travel is random at the government's request within CONUS and OCONUS. The contractor shall provide RMS training to users at various locations during the year. The contractor will be required to attend up to three (3) RMS workshops with RMS users at various locations. The contractor will also be required to attend the annual RMS User's group conference.   Some of the travel locations include Japan, Egypt, Germany, Bahrain, Alaska, Atlanta Georgia, Washington D.C and Seattle Washington.

7.5   Monthly narrative reports (referred to as Monthly Status Reports) which document the work performed under this SOO. The narrative reports shall contain an accurate, up-to-date summary account of tasks completed during the month, tasks on-going during the month, tasks to be worked during the next month, and any outstanding issues.

"MSR Template.doc"

7.6   Points of Contact:
Client Representative
Mr. Richard Alvarez
Resident Management System Support Center
22565 Outer Highway 18
Apple Valley, CA 92307
Office: (760) 247-0217, Ext. 21
Fax: (760) 247-2547

GSA Project Manager
Carlo Morehead
U.S. General Services Administration
9988 Hibert Street
San Diego, CA, 92131
Office: (858) 537-2205
Fax: (858) 537-2200
E-mail: carlo.morehead@gsa.gov:

Administering Contracting Officer (ACO)
Jo Ann Ancheta Lim
450 Golden Gate Avenue
San Francisco, CA 94102-3434
Office: (702) 228-0640

Fax: (702) 228-0640
joann.ancheta@gsa.gov

7.7 **Documentation Submission:**
The GSA ITSS System will be used in the administration of this task order. This web-based system (http://it-solutions.gsa.gov) shall be used by the contractor for monthly status reports, including invoices, financials, and narratives. These monthly reports must be submitted to the Client Representative via ITSS no later than the 10th workday of every month. The Client Representative shall review these reports and shall accept or reject Contractor services or deliverables via ITSS, which is the basis for payment to the contractor (invoices will not be paid without an acceptance in ITSS).

Invoices should be posted in ITSS and also sent to the following address:
Finance Operations and Disbursement Branch
(BCEB) 299X
PO Box 219434
Kansas City, MO 641219434
United States

7.8 Intellectual Property:
This task order is funded by the United States Government. All intellectual property generated and/or delivered pursuant to this SOO will be subject to appropriate federal acquisition regulations which entitle the Government to unlimited license rights in technical data and computer software developed exclusively with Government funds, a nonexclusive "paid-up" license to practice any patentable invention or discovery made during the performance of this task order, and a "paid-up" nonexclusive and irrevocable worldwide license to reproduce all works (including technical and scientific articles) produced during this task order. FAR part 52.227-14 "Rights in Data – General" and FAR part 52.227-18 "Rights in Data – Existing Works" are hereby incorporated.

7.9 Section 508: All Electronic and Information Technology (EIT) procured through this task order must meet the applicable accessibility standards at 36 Code of Federal Regulations (CFR) 1194; unless an agency exception to this requirement exists. 36 CFR 1194 implements Section 508 of the Rehabilitation Act of 1973, as amended, and is viewable at http://www.access-board.gov/508.htm. The Contractor shall indicate for each line item in the schedule whether each product or service is compliant or noncompliant with the accessibility standards at 36 CFR 1194. Further, the proposal must indicate where full details of compliance can be found (e.g., vendor's website or other exact location).
is viewable at http://www.access-board.gov/508.htm.

7.10 Wage Determination:
If applicable, the following paragraphs apply to this task order.

In accordance with Title 29, of the Code of Federal Regulations, Labor Standards for Federal Service Contracts, GSA considers the Service Contract Act (SCA) to apply to this task order.

The Contractor is put on notice that regardless of the rate proposed for billing purposes and payment purposes, the Contractor is required by the Department of Labor during contract performance to pay non-exempt employees at least the applicable wage determination rate for the specific area(s), if a specific wage determination(s) exist. If none exists, the Contractor must pay the non-exempt employees at least the salary portion of the applicable rate dictated by the DOL. In addition, the Contractor will be held to the legal guidelines set by the SCA regarding fringe benefits, safe and sanitary working conditions, notification to employees of minimum compensation allowed, and equivalent federal employee classification wage rates.

7.11 Incremental Funding

This task order may be incrementally funded during the base period and the option periods in accordance with DFARS 252.232-7007, Limitation of Governments Obligation and FAR 52.232-22, Limitation of Funds.

Exhibit 1

Current Information Technology Working Environment

Hardware:
IBM PC's

Software:
Borland C++ Builder
3rd Party Components for Borland C++ Builder
Microsoft Visual Studio
3rd Party Components for Microsoft Visual Studio
OOP (Object-Oriented Programming)
Oracle DBMS (Various versions including the latest version)
Firebird/Interbase DBMS (Various versions including the latest version)
Microsoft Windows Workstation (Various versions including the latest version)
Microsoft Windows Servers (Various versions including the latest version)
Linux (Knowledge desireable)
Citrix ICA Client
Citrix ICA Server (Knowledge desirable)
Microsoft Office (Various versions including the latest version)
Microsoft IIS (Knowledge desireable)

Networking:
Internet Protocols and TCP/IP
LAN environment expertise

Reference Documents:
The Contractor shall adhere to the following documents to the extent they are applicable to the work required by this SOO.

U.S. Army Corps of Engineers User Procedures
GSA IT Solutions Procedures